



IN THE UNITED STATES PATENT AND  
TRADEMARK OFFICE

Art Unit: 2748  
Examiner: A. Hoosain

In Re: Igor Neyman et al.  
Case: P3251  
Serial No.: 08/928,861  
Filed: 09/12/97  
Subject: Improved Call Center Apparatus and Functionality  
in Telephony

To the Commissioner of Patent and Trademarks  
Washington, D.C. 20231

Dear Sir:

**Amendment F**

In the claims:

All of the claims standing for Examination in the above-referenced case are  
reproduced below.

*Sub F1*  
2. (Amended) A method for routing Internet Protocol Network Telephony  
(IPNT) calls at customer premises having a managing processor and a  
computer workstation coupled to the managing processor, the managing  
processor [having] storing a current set of routing rules specific to and

#158  
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